

INFORMATION SERVICES

POLICY COMMITTEE

REPORT

August 10, 2006

Distribution List:

**Terry Bundy-LES * Don Herz-Finance * Rick Hoppe-Mayor's Office
Dave Kroeker-County Budget & Fiscal * Ken Kuszak-Information Services
Terry Lowe-Information Services * Dave Mannering-LES * Randy Ober-Information Services
Jon Camp-City Council * Ray Stevens-County Commissioner * Doug Thomas-Information Services**

PDF Distribution List - City Council:

**Tammy Grammer, Jon Camp, Jonathan Cook, Robin Eschliman, Dan Marvin,
Annette McRoy, Patte Newman, Ken Svoboda**

INFORMATION SERVICES

POLICY COMMITTEE

Table of Contents

	<u>PAGE NUMBER</u>
Monthly Report.	1
Project Reports.	3
Case Management.	4
General Assistance.	6

INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: August 10, 2006

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. InterLinc eGov

The final numbers for the new ePay Pool Pass system were \$44,815 collected with 1,418 passes being issued. Parks and Recreation will offer passes much sooner next season with the thought of issuing all available online passes before the pools even open. The Water eBilling system continues to grow each month and now has 1,615 customers selecting the eBilling/ePay option. Phase II of the InterLinc Action Center, (Ombudsman), is scheduled to begin 3rd quarter. All of the class preparation and training material for the Web Assistants Workshop is complete. The classes will be conducted in August with multiple opportunities for those who can not attend the first sessions. In addition, we are working on the Employee Service Center via MyInterLinc, which will make a variety of items available to the employees for self service including payroll stubs.

2. Parking Tickets

I.S. continues to meet with the State NCJIS group from time to time. They are still working on the real-time MVB access solution. They are having some difficulty in standardizing the interface.

3. Lancaster County General Assistance

See ISPC status report and graph.

4. County Attorney/Public Defender Case Management System

See ISPC status report.

5. Empagio Beta Project (Tesseract)

Project hardware/software configuration for the beta environment was successfully completed ahead of schedule. I.S. staff training was moved up one week and completed the week of June 19th. The full beta test was successfully completed by the end of July. A joint media release will be published in mid August.

6. CMHC Project

Funding was secured from the County Board to begin phase I of a new Client Case Management System. The first phase will include an interface to the new GA system and the HSIS Central Registry. Phase I implementation plan calls for a one year effort in duration. I.S. will demonstrate the Imaging Retrieve System (IRS) this month. This new system will make client data and supporting documents available to case worker's real-time 24/7. I.S. is also working with Brian Pillard on the physical relocation of records that will utilize TRIMS for record retention and retrieve. The newly organized RHIO group is issuing an RFI for a joint Case Management System. I.S. will continue to participate with this group to make sure there are no redundant efforts taking place. ISPC Graphs and project reporting will begin next month.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in July was 10.55% compared to 22.17% in June. Wade made a program modification to an often used program that greatly enhanced its performance. This was completed June 16th and after that time the daily utilization was more in the 12% range than the 22% that we ended up averaging for the month of June. Disk utilization is 42.9%.

The City Finance JDE AS/400 prime shift utilization in July was 8.19% compared to 8.93% in June. Disk utilization is 63.6%.

The Lancaster Manor AS/400 had disk and memory added to it on July 12th. With the disk addition, our disk utilization went from approximately 80% to 64.5%.

The CJIS Alpha server prime shift utilization in July was 50% compared to 53% in June.

The IBM z/890 Enterprise Server prime shift utilization was 45.91% in July compared with 51.22% in June. There were 2,712,775 CICS transactions executed, which included 413,419 web transactions.

PROJECT

REPORTS

COUNTY ATTORNEY/PUBLIC DEFENDER CASE MANAGEMENT

Project Manager: Mark Wieting
Analyst: Jim Jambor

August 10, 2006

Project Description:

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, should have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

07/06 * DefenderData continued to load our data into their database. No other action was taken on this project.

Future Events:

08/06 * DefenderData will finish loading our data into their database and change the screens to accommodate the new data. They will then begin the process of screen customization.

History:

10/03 * System requirements were completed and approved by both agencies. The project was put on hold by the County Board pending funding issues.

01/05 * Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

10/05 * Representatives from both agencies, plus Information Services were present for a demonstration of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although, it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

- 11/05 *** The web shells were reviewed with staff from both the County Attorney and Public Defender Offices. Both agencies have expressed a desire to have I.S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.
- 12/05 *** Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick, and Terry to discuss the feasibility of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.
- 01/06 *** We had a demonstration of defenderData on January 25th. I think everyone who took part was rather impressed, enough so, that we have decided to pursue this a little further. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.
- 02/06 *** Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.
- 03/06 *** DefenderData has responded positively to all of our questions, saying they feel that they can do our customization under their no-charge policy. We had another demonstration of the system for a few people who were not present for the first one.
- 04/06** After another demonstration from defenderData, it was decided to pursue this system further. A data confidentiality agreement was signed by both parties, so we sent all of the file and record layouts, as well as complete data from the Public Defender's current system. As soon as the County Attorney agreement is received, we will send their data also. DefenderData will be converting our data to their database so that we may begin a test of their system.
- 05/06 *** The County Attorney has drawn up their confidentiality agreement and it was signed by DefenderData. All data files from the County Attorney system were then sent so that they now have the complete set of data from both agencies.
- 06/06 *** All data from both the Public Defender and the County Attorney systems was sent to DefenderData to be loaded into their database. After encountering some problems with the delimiter in our interface files, a new delimiter was used and all data was successfully sent to their server.

GENERAL ASSISTANCE

Project Manager: Scott Zimmerman

August 10, 2006

Analyst:

Project Description:

This is a rewrite of the current Lancaster County General Assistance system which was implemented in the Fall of 1994. Over the years, the use of the system has expanded beyond the original scope of the project which was to track assistance requests and payments. Although, this is still the major piece of the system, it needs to be expanded to include measures to assist with client eligibility, outstanding bills, paid bills, improve communication between the six or seven agencies involved in the GA process, attempt to prevent fraudulent claims, and try to detect abuses of the program. The system will make use of CICS web shells to take advantage of the remote user capability.

Current Events:

07/06* The programming phase has been completed for all programs. System testing has begun as well as customer testing and training. Once training has been completed, the implementation plan will have to be discussed.

Future Events:

08/06* Develop an implementation and conversion plan as well as a customer training schedule.

History:

10/05* A requirements process was performed by interviewing participants of the GA program. The requirements were completed and presented to the GA monitoring committee on October 4th with an estimate of \$42,575. This was approved and passed along to the County Board where it was also approved.

11/05* The new tables for the GA system were created and conversion programs were written to populate the new tables.

- 12/05*** 80% of the panels have been designed for the system. Programming will start as soon as the design for the rest of the panels is completed.
- 01/06*** The initial panel design has been completed and the programming phase has begun. After an internal review of the panels and system design, a few minor changes will need to be addressed before the programming can begin in full force.
- 02/06*** The initial programming phase has been completed for five programs and will continue for the remaining programs. A few minor database design issues still need to be addressed.
- 03/06*** The initial programming phase has been completed for all programs. The business rules still need to be added to each program as well as the navigation from panel to panel. A few minor database design issues still need to be addressed.
- 04/06*** The programming phase has been completed for all programs, except for two. System testing will begin with customer testing and training to follow. A couple of minor database design issues still need to be addressed.
- 05/06*** The programming phase has been completed for all programs. System testing will begin with customer testing and training to follow. Some batch program changes will still have to be made, but this effort is minor.
- 06/06*** The programming phase has been completed for all programs. System testing will begin with customer testing and training to follow. Once training has been completed, the implementation plan will have to be discussed.